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| This form is for use by a current student of the University, or a member of University staff, who wishes to complain about the conduct or behaviour of a current student(s) of the University. Before completing this form, you are strongly encouraged to read the following documents:   * **Student Disciplinary Regulations** * **Guide on the process to be followed** * **Student Code of Conduct**   It is preferred that you submit this form in typed format, although the form can be downloaded and handwritten if necessary. The form can be submitted via email, post or hand delivered (please see last page for details). If submitting this form via email, please remember to attach any documentary evidence. If submitting in paper format please attach any documentary evidence on separate sheet(s), clearly labelled. Please note that documents supplied as part of your Complaint will not be returned. You should complete all relevant sections as any omissions may result in a delay with your Complaint being processed. |

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| **1.    YOUR PERSONAL DETAILS** | |
| **Name:** |  |
| **Student or Staff Number:**  *You will find this on your Student or Staff Card.* |  |
| **Address for Correspondence:**  *This is the address that Student Casework Office will use to communicate with you regarding your Complaint.* |  |
| **Telephone Number:**  *Please provide the best number to contact you on.* |  |
| **Contact Email Address:** |  |
| **Disability or Learning Difficulty:**  *Should you have any specific requirements relating to a disability or specific learning difficulty please indicate any adjustments you feel you need to access this process.* |  |
| **School:** |  |
| **Course of Study** *(if applicable)****:*** |  |

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| **2.    DETAILS ABOUT THE STUDENT(S) YOU ARE COMPLAINING ABOUT** | |
| **Name(s):** |  |
| **School(s)** *(if known)***:** |  |
| **Course of Study(s)** *(if known)***:** |  |
| **Please provide any further information in relation to the individual(s) that may assist in the University in identifying the student(s):** |  |

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| **3. NATURE OF YOUR COMPLAINT** |
| We understand that it may be difficult to discuss what happened and to remember everything but, where possible, please explain your complaint, in chronological order, including the following information (please continue on a separate sheet if you need to and number the pages clearly):   * What happened (factual details) * Who was involved * When the event(s) happened (give times/dates) * Location of where the event(s) occurred |
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| **Please list all the documents that you are attaching to support your Complaint:**  Please ensure that you have enclosed any relevant evidence to help to consider your concerns fully. This should include evidence or other documentation relating to the concerns you are raising (for example, screen shots or copies of social media messages or text messages).  **Please be aware that any evidence you provide may be shared with the student(s) that you are complaining about, and may also be required to be disclosed in the event that the matter is subject to criminal investigation by the Police, or any connected legal proceedings, or with other relevant parties related to the case*.*** |
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| **4.    ACTION TAKEN SO FAR** | |
| **Have you raised your complaint with any other organisation(s):** | Yes  No |
| **If yes, who have you reported the matter to:**  (*for example, the Police)* |  |
| **If you have reported the matter to the Police, please give the Crime Reference Number and the name of the Police Officer in charge:** |  |
| **Have the Police concluded their investigation:** | Yes  No  N/A |
| **Please state any attempt you have made to resolve the matter with the student concerned or whether you have discussed this with a member of staff:** |  |

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| **5.    POTENTIAL WITNESS(ES)** | |
| If you have any potential witnesses who you think it may be helpful to be contacted as part of any investigation, please provide their details. Providing witness details will mean that you authorise for them to be contacted about the matter you raised in Section 3 above. Please be aware that any information that the witnesses provide may be shared with the student you are complaining about**,** and may also be required to be disclosed in the event that the matter is subject to criminal investigation by the Police, or any connected legal proceedings, or with other relevant parties related to the case. | |
| **Name:** |  |
| **Contact Telephone Number:** |  |
| **Email Address:** |  |
| **Details of additional witnesses (please provide their details):** |  |

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| **6. OUTCOME SOUGHT** |
| Please indicate below what you consider would be a satisfactory outcome to your Complaint: |
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| **7. INVOLVEMENT OF AN ADVISER** | |
| If you have sought advice from the Students’ Union or Student and/or Library Services please state the name of the person who provided you with advice: | |
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| If you give permission for the University to discuss your case with the above person please indicate below: | |
| Yes  No  The Student Casework Office is not able to provide documentation or communicate with the Students’ Union or Student and Library Services without your consent. | |
| **8. PRIVACY NOTICE AND DECLARATION** | |
| Any Personal Data provided by you in this Complaint Form or as an attachment will be processed by the Student Casework Office for the purposes of logging, coordinating, progressing and facilitating resolution of the matter(s) complained about. The Student Casework Office will only process your Personal Data (which may include sharing Personal Data with staff and or Panels within Schools/Departments/Partner Institutions or requesting information from them) to the extent necessary to enable the proper administration of your case.  If you have submitted information regarding your health and wellbeing, including details of any disability or learning difficulty, as part of your Application, this is classed as ‘Special Category Data’, and we are required to obtain your express consent to process this information. You are able to withdraw your consent to the University processing your Special Category Data at any time. For further information regarding how your Personal Data will be used please refer to the University’s Privacy Policy for Students which can be found on the Legal Statements page of the University’s website:  <http://www.tees.ac.uk/sections/about/public_information/copyright.cfm?display=privacy>  **I declare that:**   * the information provided on this Form and any accompanying documentation is true to the best of my knowledge; * I have read and understood the University’s Privacy Notice and Declaration and I agree to the processing of my Personal Data as set out above and as provided for in the Privacy Notice, including Special Category Data; * where I have submitted Personal Data regarding a third party I have obtained written consent from that individual to share their Personal Data and have provided this with my Application or I have anonymised the Personal Data.   **Please Note:**   * The information you have provided will be used to determine whether a disciplinary investigation should be instigated, in accordance with the University’s Student Disciplinary Regulations. * The information you provided will be used as evidence in the investigation. * It will also be necessary for your identity and information you have provided to be disclosed to the person about whom you have complained, so they can understand the nature and details of the complaint made against them. Additionally, the University may also be required disclosed information you have provided in the event that the matter is subject to criminal investigation by the Police, or any connected legal proceedings, or with other relevant parties related to the case. * If you have any concerns in relation to this you should discuss these with the Office of Student Complaints, Appeals and Regulations. | |
| **Signed:** |  |
| **Date:** |  |

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| **CHECKLIST**  Before returning this form you are advised to check the following:   * you have completed all relevant fields on this Form; * you have fully and clearly stated what would be a satisfactory outcome; * you have identified whether you have any specific requirements relating to a disability or specific learning difficulty (should you wish to discuss your requirements please contact the Student Casework Office); * you have clearly labelled any accompanying sheets; * you have included all relevant documentary evidence to support your Complaint; * where you have submitted Personal Data regarding a third party you have obtained written consent from that individual to share their Personal Data and have provided this with your Application, or you have anonymised the Personal Data; * you have signed and dated your Form *(if submitting electronically this is not necessary).* |

**TO SUBMIT YOUR COMPLAINT**

**Email:** [sco@tees.ac.uk](mailto:sco@tees.ac.uk)